

## Submit Complaint - Search

To submit a complaint, please enter criteria to search for the Delivery Order or Multi-Food Requisition to which the complaint applies. Only 'delivered' orders will be queried. If you know the Delivery Order Number (a partial DO number may be entered), Notice to Deliver Number, Contract Number or Multi-Food Requisition Number, please enter the number in the appropriate text box. If not, you may enter commodity or delivery date information to search for Multi-Food Requisitions only. If a number is entered, the other search selection criteria will be ignored. For additional search criteria for direct Delivery Orders and Multi-Food Requisitions, select **Advanced Search**. Multiple items may be selected from the Commodity list by holding the Ctrl key down while selecting. If a Commodity Code is typed, the Commodity list is ignored. Select **Find Orders** to submit the search. Select **Clear** to reset the selection criteria.

If you know the Delivery Order, Notice to Deliver or Contract Number, please enter the number here (enter one only):

Delivery Order Number:

Notice To Deliver Number:

Contract Number:

Search for the order to enter the complaint by entering one of the three key numbers:

D/O Number  
N/D Number  
Contract Number

Or, enter other criteria to search by multi-food requisition:

Multi-Food Requisition Number:

Multi-Food Commodity:   
A282 - APPLE J  
A351 - APPLESAUCE 300  
A353 - APRICOTS HALVES 300

OR

Delivery Date Range:  To  (MM/DD/YYYY)

Find Orders

Advanced Search

Clear

## Submit Complaint - Listing

Select the radio button next to the Delivery Order and click **Continue** to continue the complaint entry process. To search using new criteria, select **Back** to return to the Submit Complaint - Search page.

Select	Multi-Food Requisition Number	Delivery Order Number	Commodity	Pack Size/Type	Vendor	Notice to Deliver/ Contract Number	Delivery Date	Delivery Location
<input checked="" type="radio"/>		A590998J016	A590-BEEF STEW CHUNKY	24/24 OZ CAN	PINNACLE FOODS CORP	VDO20759187 120277419	12/31/2007	450579 - AMERICOLD SERVICES LLC

Continue

Back

## Submit Complaint - General

Please enter the general information for your complaint and select **Continue**. Select **Back** to return to the Submit Complaint - Search screen. Select **Save** to save the complaint as work in progress.

### You are submitting a complaint for Delivery Order:

Delivery Order Number	Commodity	Program(s)
A590998J016	A590-BEEF STEW CHUNKY	FDIR CSFP

The Complainant is the person filing the complaint. Please enter/update information as needed.

**Complainant Name:**

**Complainant Title:**

**Complainant Phone:**  **Ext:**

**Complainant Fax:**

**Complainant Email:**

ECOS will auto-fill this block with the user information who has logged into ECOS.

If someone other than the Complainant is the contact for this complaint, please enter the Contact information below.

**Contact Name:**

**Contact Organization:**

**Contact Phone:**  **Ext:**

**Contact Email:**

Additional contact information can be added if desired.

**Incident Date:**  (MM/DD/YYYY)

**Date Recipient Agency Received Commodity:**  (MM/DD/YYYY)

Dates can be added to the complaint.

## Submit Complaint - Problem Description

Please enter the problem information for your complaint. The Complaint will be classified as a food safety issue if you select Mold, Bulging cans, Possible evidence of tampering, Exposure to contaminant, Undercooked; or if any problem is selected in the Foreign material in product or Commodity caused categories; or if 'Yes' is answered to the food safety question. For food safety issues, selecting **Continue** will take you to the food safety page to complete. If the complaint is not food safety, selecting **Continue** will submit the complaint. Select **Back** to return to the Complaint Entry - General screen. Select **Save** to save the complaint as work in progress.

### You are submitting a complaint for Delivery Order:

Delivery Order Number	Commodity	Program(s)
A590998J016	A590-BEEF STEW CHUNKY	FDIR CSFP

Please enter information regarding the quantity of affected and remaining product:

Quantity of product affected:  -Select-

Quantity of product remaining:  -Select-

Additional Remarks:

Street Address of remaining product:  Example: 123 Main Street Washington, DC 01234

Enter the number of (cases, cans, packages...) that are affected by this complaint.

Please select all that apply from one or more of the problem categories described below:

**Quality of product:**  Taste/Odor  Appearance/Color  Defects  
 Mold  Excess liquid by volume (canned products)  
 Other

**Foreign material in product:**  Bones  Metal/Machine parts  Stems, leaves, etc.  
 Insects/Insect parts  Glass  Plastic  
 Rock  Other   
 Include measurements of foreign object in inches

**Packaging condition:**  Cans dented beyond use  Corrosion in cans  Bulging cans  
 Leaking cans  Bags tear/pin holes  Not properly sealed  
 Possible evidence of tampering  
 Exposure to contaminant  
 Other

**Cooking or preparation issues:**  Wrong color when cooked  Product does not perform well  Excess breading  
 Undercooked  
 Other

**Commodity caused:**  Allergic reaction  Illness  Injury  
 Other

Do you feel this complaint raises a food safety concern?:  Yes  No Can flag this complaint as a Food Safety issue.

Check all that apply.

If this complaint is for information and trend analysis only, please check here:

It is not always possible to replace product, but if you wish to request replacement, please check here:

If the problem is foreign material in product, please mail the foreign object, or email a digital picture of it to USDA.

If you have the object and will mail it, check here:

If you have the object and will email a digital picture of it, check here:

Mailing instructions are posted on the Confirmation screen.

## Submit Complaint - Food Safety

Please enter any information that may apply to your complaint and select **Submit Complaint**. Select **Back** to return to the Submit Complaint - Problem Description screen. Select **Save** to save the complaint as work in progress.

### You are submitting a complaint for Delivery Order:

Delivery Order Number	Commodity	Program(s)
A572998I001	A572-GEESE SMALL	FDIR

Brand name:

Lot number:

Establishment number:

Do you have the original packaging?:  Yes  No

If the suspected commodity caused illness or injury, please enter any/all information that applies:

Number of people reporting illness:

Reported symptoms:

<input type="checkbox"/> Vomiting	<input type="checkbox"/> Nausea	<input type="checkbox"/> Diarrhea
<input type="checkbox"/> Choking	<input type="checkbox"/> Laceration	<input type="checkbox"/> Broken tooth
<input type="checkbox"/> Fever (temp>101.4)	<input type="checkbox"/> Difficulty breathing	<input type="checkbox"/> Rash
<input type="checkbox"/> Headache	<input type="checkbox"/> Dizzy/fainting	<input type="checkbox"/> Abdominal pain
<input type="checkbox"/> Bleeding sputum	<input type="checkbox"/> Bleeding vomit	<input type="checkbox"/> Bleeding stool
<input type="checkbox"/> Numbness	<input type="checkbox"/> Muscle pain	<input type="checkbox"/> Muscle weakness
<input type="checkbox"/> Other <input type="text"/>		

When was the onset of symptoms?:

Did the person seek medical assistance?:  Yes  No

Did the Health Department investigate?:  Yes  No

If yes, please enter the Health Department Contact/Phone:

Health Department contact:

Health Department phone:

Were lab tests ordered?:  Yes  No

If yes, please identify the type of lab test(s):

Lab tests:  Blood  Urine  Feces

Other

Did test(s) identify the cause?:  Yes  No

If yes, please explain: